

July 6, 2018

**MEMORANDUM**

**TO:** Mayor Buddy Dyer  
Commissioner Jim Gray, District 1  
Commissioner Tony Ortiz, District 2  
Commissioner Robert Stuart, District 3  
Commissioner Patty Sheehan, District 4  
Commissioner Regina Hill, District 5  
Commissioner Samuel Ings, District 6

**FROM:** Byron W. Brooks, AICP, Chief Administrative Officer *BWB*  
John Mina, Chief of Police *P.P. Jones*  
Rosa Akhtarkhavari, Chief Information Officer *P.P. Jones*  
Mark J. Canty, Deputy Police Chief *P.P. Jones*

**SUBJECT:** Amazon Pilot Program

Below is an update on the Amazon/Orlando Safety Video Proof of Concept (POC) pilot project that the Information Technology and Orlando Police Departments have been exploring with Amazon. We have made good strides in testing this pilot program and believe it is important to continue this evaluation period to determine if it's a concept that could add immeasurable value in enhancing the City's public safety mission in a manner that balances reasonable privacy concerns.

As you know, facial recognition technology is not new, in fact it has become a relatively normal occurrence in our daily lives...it's already in use in airports, cellular phones, at major sporting events, etc. And increasingly, law enforcement agencies have found it to be a useful tool in keeping residents safe, such as its success in assisting in the timely identification and apprehension of the shooting suspect in the recent Capital Gazette tragedy. Accordingly, our interest in entering into the original pilot with Amazon was to ensure we were being responsible by exploring if this technology could be a useful tool in accomplishing the Mayor's and Council's charge to apply the best tools, technology and training in our efforts to continue to keep Orlando safe in this ever-changing environment.

OPD recognizes the potential value of this technology to increase public safety. The objective is to determine if this technology would reliably allow law enforcement to locate specific identifiable dangerous threats as they move around the city closing in on possible targets.

Below are examples of how the use of this technology could have been deployed to enhance OPD's ability to keep our residents and visitors safe:

- In February 2018, OPD received information that a suspect was going to kidnap or harm singer Lana Del Ray at the Amway Center. Fortunately, an alert police officer was able to recognize and detain the suspect before he could get inside the Amway Center. Unfortunately, he was able to get within two blocks of the Amway.
- In January 2017, Lt Debra Clayton was murdered while trying to apprehend murder suspect Markeith Lloyd. Lloyd had been a fugitive for more than a month. He moved around the Orlando area freely.

Additional examples of how this technology could aid police, includes:

- If a child went missing, an image provided by family could be used to help locate the child.
- A registered sexual predator consistently visiting a school or a youth center in clear violation of court orders and a direct threat to children could be identified.

If this technology works, the suspects in these examples would have had their images entered into the system and perhaps could have been spotted by one of the many cameras, and never allowed to get anywhere near the victims or a large gathering. OPD would have received an alert allowing patrol and investigative personnel to deploy resources in a coordinated effort to apprehend or detain the suspect while increasing public safety.

The initial pilot program, conducted at no cost to the City, has provided helpful information about this technology, but more exploration is necessary so that we can reach a more thoughtful, precise and comprehensive recommendation to the Mayor on whether the City should expend City resources to adopt this technology, and if so, determine the policy and procedure recommendations that should be presented to City Council to ensure an appropriate balance of various interest.

This pilot meets the City's technology strategy to deploy secure, scalable and sustainable solutions. The pilot aligns with the City's mission to be financially responsible by leveraging existing resources and technology to improve operational efficiencies supporting OPD in keeping our residents, visitors, and officers safe.

The Proof of Concept (POC) adheres to the following guiding principles:

- Ensure security of the solution, not increasing the cyber risk for the City
- Transparency (routine updates or meetings with the project team)
- Meet all compliance and privacy policies, including moral obligation to respect privacy of Orlando residents and visitors

- Provide functionality at a cost that provides overall best value to the City
- Provide a solution that is easily scalable to grow capacity, with respect to effort, cost and process
- Simplicity of design in order to meet functional aspects of the Police process efficiently
- Enable seamless sharing of information with minimum effort and appropriate compliance controls
- Utilize existing assets – using City owned equipment
- No changes or impact on the existing solutions

Additionally, the following key bullets describe the parameters of the proof of concept:

- No changes will be made to the existing cameras or the connection between the cameras and the data center.
- No changes will be made to the existing (in-house) storage of the footage or the retention period (currently 30 days).
- The solution will utilize City managed Amazon Web Service (AWS) tenant, this ensures that authorized City staff are the only ones that access any of the components within this POC tenant. During the POC this will be accessed by Information Technology (IT)/ Information Security (IS) employees (one primary and one secondary). All changes to the environment must be documented and approved by the Steering committee (DC Canty and Akhtarkhavari).
- The sample cameras will be selected based on (i) camera type – ensuring all existing cameras will work (ii) camera location – easy access by the volunteer testers. Camera locations will be approved by Orlando Police and will be limited during phase one to 8 city-owned cameras. The number of cameras may be increased to ensure this technology solution can function as designed with a larger volume.
- Any changes to the selected cameras will be configured by the authorized City IS staff – documented and authorized by the steering committee.
- The POC will only use images of Police employees who volunteered to be part of the POC.
- OPD is not using the technology in an investigative capacity or utilizing any images of members of the public for testing.
- Images will be loaded and managed by the authorized City IS staff – documented and authorized by the steering committee.
- Volunteer OPD staff will report when they walk by the selected camera – the time and location will be checked against the alerts sent from the system. This will allow us to review the solution accuracy level.
- The data streamed to AWS City tenant is currently configured to “0” day (i.e. none of the City streams are being saved at AWS). The City IS authorized staff have the ability to change the configuration at later date (not to exceed a 7 day retention

period) if the review process requires such changes. Justification for the changes to the retention period will be documented and approved by the steering committee.

- At the end of POC, all City configuration and data will be removed from the AWS City tenant
- All changes made by AWS staff will be monitored and approved by assigned City staff. The City environment is fully managed by the City's IS staff.

At the conclusion of the POC, if successful and a recommendation to proceed is approved, we will work with the Procurement Division to discuss options as well as with the OPD Legal Team and City Attorney's Office to draft proposed policy and procedures for City Council review and approval.

We trust this update is helpful and provides a good understanding of the key aspects and parameters of this pilot program. We will provide periodic notices as we continue the evaluation of the potential applicability of this technology in this limited controlled pilot.

One additional note, because of the proprietary nature of some of the technology and data, the City and Amazon entered into a "Mutual Nondisclosure Agreement" at the start of the pilot. However, they are aware of our responsibility as a public entity, especially compliance with public records act requirements. And, their previous failure to give proper advance notice and their inaccurate depiction of the pilot was addressed with Amazon.

For additional details, please contact Deputy Chief Mark Canty, extension 2465, or Rosa Akhtarkhavari, extension 2124.

BWB/jc

Cc: Chris McCullion, Chief Financial Officer  
Mayanne Downs, City Attorney